

Dunwoody Joins ChatComm

ANSWERING THE NEEDS OF DUNWOODY RESIDENTS AND BUSINESSES

On October 3, 2011, after over sixth months of planning and preparation, the City of Dunwoody will officially join the cities of Sandy Springs and Johns Creek in their joint 9-1-1 center known as the Chattahoochee River 9-1-1 Authority or ChatComm.



Based on an Intergovernmental Agreement signed earlier this year, ChatComm will be answering and dispatching Dunwoody's police emergency calls. Performance standards in the IGA stipulate that at least 90% of 9-1-1 calls be answered within 10 seconds and at least 90% of calls be processed for dispatch within 60 seconds.

"With the transition to ChatComm, Dunwoody ensures a high level of service for our citizens while limiting our expenses to a fixed fee," said Mayor Ken Wright. "Moving to ChatComm solidifies a vital part of Dunwoody's public safety efforts by improving our 911 communication services."

In preparation for the transition, all Dunwoody Police vehicles have been equipped with Automatic Vehicle Location devices and Silent Dispatch equipment which will further enhance ChatComm's ability to send Dunwoody officers for timely response to emergencies.

"Based on ChatComm's consistent track record of answering and dispatching calls for the Sandy Springs and John Creek Police and Fire Departments, Dunwoody looks forward to being able to more efficiently and effectively respond to the needs of our citizens" said Dunwoody Police Chief Billy Grogan.

Dunwoody will continue its established partnership with DeKalb County for fire and emergency medical services and the new relationship with ChatComm will allow for further cooperation and coordination between the DeKalb County Fire Department and the neighboring Sandy Springs Fire Department.

For more information about the transition and what you can do to help, please visit the City's website at www.dunwoodyga.gov and click on "911" from the Police Department's webpage.

